

VILLAGE OF WELLINGTON PROCEDURE

Subject: Procedure for Processing Mail

Date: October 2013

- I. **Purpose** – To establish a procedure for the processing of incoming mail and deliveries.
- II. **Responsibility** – Village Clerk
- III. **Scope** – This procedure describes the mail process for all mail deliveries addressed to the Village of Wellington Village Hall located at 12300 Forest Hill Boulevard.
- IV. **Procedure for USPS mail:**
 - A. **Mail Delivery not requiring a signature**
 1. All mail will be processed by a member of the Clerk's Office as documented by a daily log showing date, time, and Clerk's staff responsible for processing.
 2. Once U.S. mail has been delivered, the front desk receptionist shall contact the designated staff member from the Clerk's Office to advise them of the delivery.
 3. The designated staff member will either pick up the mail bin or contact the maintenance staff to deliver the mail bins to their respective area, depending on the size of the mail.
 4. The Clerk's Office will process the USPS mail (no signature required) and will place in the appropriate folders.
 5. Mail for departments located outside of Village Hall: Community Center, Public Works, Water Treatment Plant, Wastewater Treatment/Field Services and Village Park will be placed in the designated buckets located in the scanning room.
 - B. **Payments:**
 1. **Utility** payments will be given to the Utility Customer Service Supervisor (or an alternate designated staff member).
 2. Payments addressed to individual departments will be placed in the appropriate department folder.
 3. All other payments will be placed in the Finance mail folder.
 - C. **Utility Service Requests:**
 1. Will be given to the Utilities Customer Service Supervisor (or an alternate designated staff member).
 - D. **All other Customer Service Requests:**
 1. Will be given to the General Customer Service Supervisor.
 - E. **Invoices**
 1. Will go to the addressee or placed in the Finance mail folder, if not addressed.
 - F. **Certified Return Receipts:**
 1. Will be placed in the appropriate department or employee mail folder.

G. Returned Mail :

1. Will be placed in the appropriate department's mail folder.

H. Mail :that is Not Opened:

1. Will be date stamped on the envelope and placed in the appropriate mail cart folders for pickup. This includes mail addressed to Legal, Human Resources, Senator Abruzzo, Code Enforcement, Risk Management, Council or any mail marked "Personal & Confidential".

I. Departments Receiving Specialized Mail:

1. Clerk's Office:

- Council mail
- Election mail
- Property Assessment Requests
- Bankruptcy and Foreclosure documents

2. Code Compliance

- Rental Licensing and parking Tickets

3. Customer Service

- Business Tax Receipts
- USPS Address Updates

4. Finance:

- Risk Management, including Insurance cancellations
- Tax Notices
- Budget
- Invoices
- Notice to Owner/Contractor
- Returned Checks
- Payroll
- Public Service Tax

5. Legal

- Mail that is addressed to Legal or the Village Attorney.

J. Internal mail:

1. Is located in the scanning room and will be sorted once a day and will be placed in the designated mail folder by 3:00 p.m. each day.

K. Mail Notification:

1. Once all mail has been sorted and placed in each department folder, an email notification will be sent to each department liaison advising that the mail is ready to be picked up.
2. The department liaison is responsible for mail pickup no later than 4:00 pm each day.
- 3.

V. Procedure for Mail with a Signature Required.

1. All mail deliveries that require a signature (to include USPS Certified Mail, Fed Ex, UPS,

Couriers and/or Individuals) that are delivered to the front reception desk will be logged by the employee assigned to the front desk. (Volunteers will **NOT** sign for any deliveries). The following steps will be followed:

2. Information from each delivery will be logged (insert link) in separately and will include; Date & Time Received; Sender's Name; Addressed To; Delivery Method, and Department representative that was notified.
3. Once each piece has been logged, the staff member at the front reception desk will contact (by Telephone, Email and Communicator) the staff member and/or department liaison to advise them to pick up the item(s).
4. The staff member picking up the item(s) will complete the log by providing their name, date and time of pick up in order to obtain the item.
5. All items that are delivered in the morning will need to be picked up by noon. All items that are delivered in the afternoon will need to be picked up by 5:30 p.m. No item(s) will be left overnight at the front reception desk. Items will not be placed in the mail folders since the recipient will need to sign for the receipt of the item. If the item(s) is not picked up by the designated times, the designated member of the Clerk's Office will contact the party responsible for the pickup to make arrangements for pickup.

IV. Procedure for Council Mail

1. All mail will be opened and date stamped on the back of the document
2. All incoming Council mail will be copied to all Councilmembers; regardless of the addressee
3. Originals are not sent to Council; they are retained for the record
4. Council mail will be placed in individual Council folders located in the Council offices on a daily basis